



### **Inactive Conference Call Account Maintenance Fee**

May 09, 2016

Effective May 31, 2016, the Iowa Communications Network will implement an Inactive Owner Maintenance Fee.

In an effort to maintain up-to-date user profiles to ensure efficient and effective customer service for our customer's accounts, Iowa Communications Network will be implementing a \$2.00/month fee on any owner profile that is dormant (i.e., has no usage) for the previous 90 days and has a set Reservationless-Plus number. You can avoid this charge by (i) ensuring there is usage on each user profile tied to your account at least once in the previous 90 days; or (ii) removing any dormant user profile from your account (before it reaches 90 days of dormancy) prior to May 31, 2016.

The billing code you will see on your monthly usage files is IOF – Inactive Owner Maintenance Fee.

If you have any questions regarding the Inactive Owner Maintenance Fee, or other services the ICN offers, please contact your ICN Account Consultant.

**RIC LUMBARD, EXECUTIVE DIRECTOR**

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